

FIGURE 1

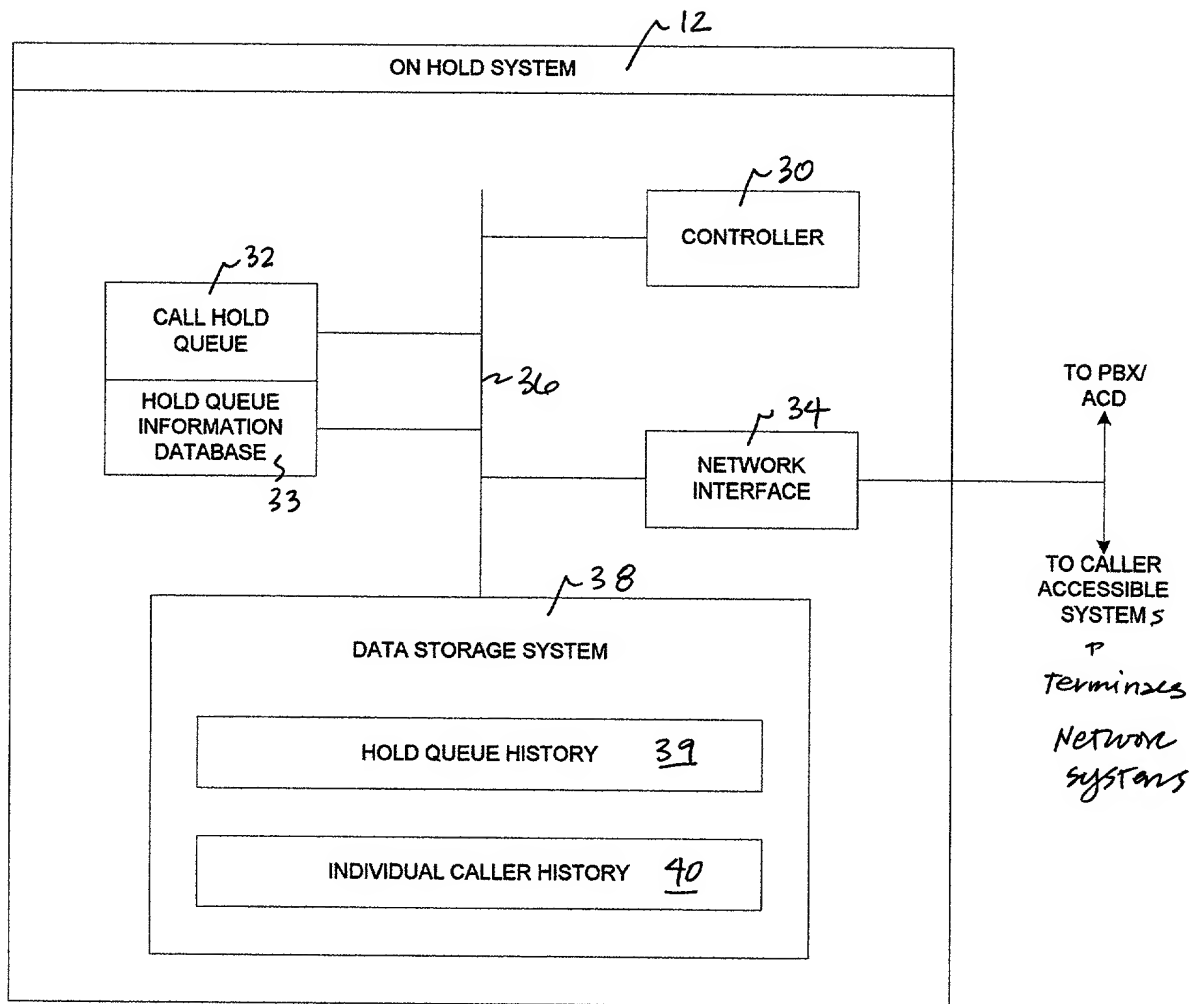


FIGURE 2

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HOLD QUEUE INFORMATION MENU TRANSCRIPT

XYZ SERVICE

TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1

FOR VOICE OUTPUT TO CALLING DEVICE: PRESS OR ENTER 1

FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE: PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD : 40

AVERAGE TIME IN HOLD QUEUE TODAY: 70 MINS

CONSULTANTS ON DUTY : 5

CALL DURATION : 12 MINS

YOUR POSITION : 25

YOUR ESTIMATED WAIT TIME : 125 MINS

TIME LEFT TO CLOSE OF BUSINESS : 240 MINS

YOUR TRACKING NUMBER IS : 12930

YOUR TOTAL TIME ON HOLD : 5 MINS

ON-LINE WEB SITE : WWW.XYZSERVICE.COM

PRESS 8 FOR MORE OPTIONS

FOR WEB ACCESS: PRESS OR ENTER 3

YOUR TRACKING NUMBER IS : 12930

ON-LINE WEB SITE : WWW.XYZSERVICE.COM

FOR EMAIL: PRESS OR ENTER 4

FOR INSTANT MESSAGING : PRESS OR ENTER 5

ENTER YOUR NETWORK IDENTIFIER AND ENTER #

[TRANSMIT EMAIL OR INSTANT MESSAGE]

TO LOG THE SUBJECT MATTER OF YOUR CALL : PRESS OR ENTER 2

SELECT FROM ONE OF THE FOLLOWING SUBJECTS

PRINTER ISSUE : PRESS OR ENTER 1

MODEM ISSUE : PRESS OR ENTER 2

MOUSE ISSUE : PRESS OR ENTER 3

MONITOR ISSUE : PRESS OR ENTER 4

OTHER HARDWARE ISSUE : PRESS OR ENTER 5

UNIDENTIFIED ISSUE: PRESS OR ENTER 6

FIGURE 3

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HOLD QUEUE INFORMATION PUBLICATION - CALL TRACKING # 12930				
POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE	SUBJECT
*	71 MINS	1 MIN	JOE DUCK	UNKNOWN
*	90 MINS	20 MINS	JAME DUCK	PRINTER ISSUE
*	75 MINS	5 MINS	TOM DUCK	PRINTER ISSUE
*	70 MINS	1 MIN	JOHN DUCK	MODEM ISSUE
1	69 MINS	0 MINS	SWIFTY DUCK	MOUSE ISSUE
2	65 MINS	0 MINS	BLUE DUCK	OTHER
25	12 MINS	0 MINS	DOE DUCK	MONITOR ISSUE

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UPDATE SUBJECT

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Figure 4

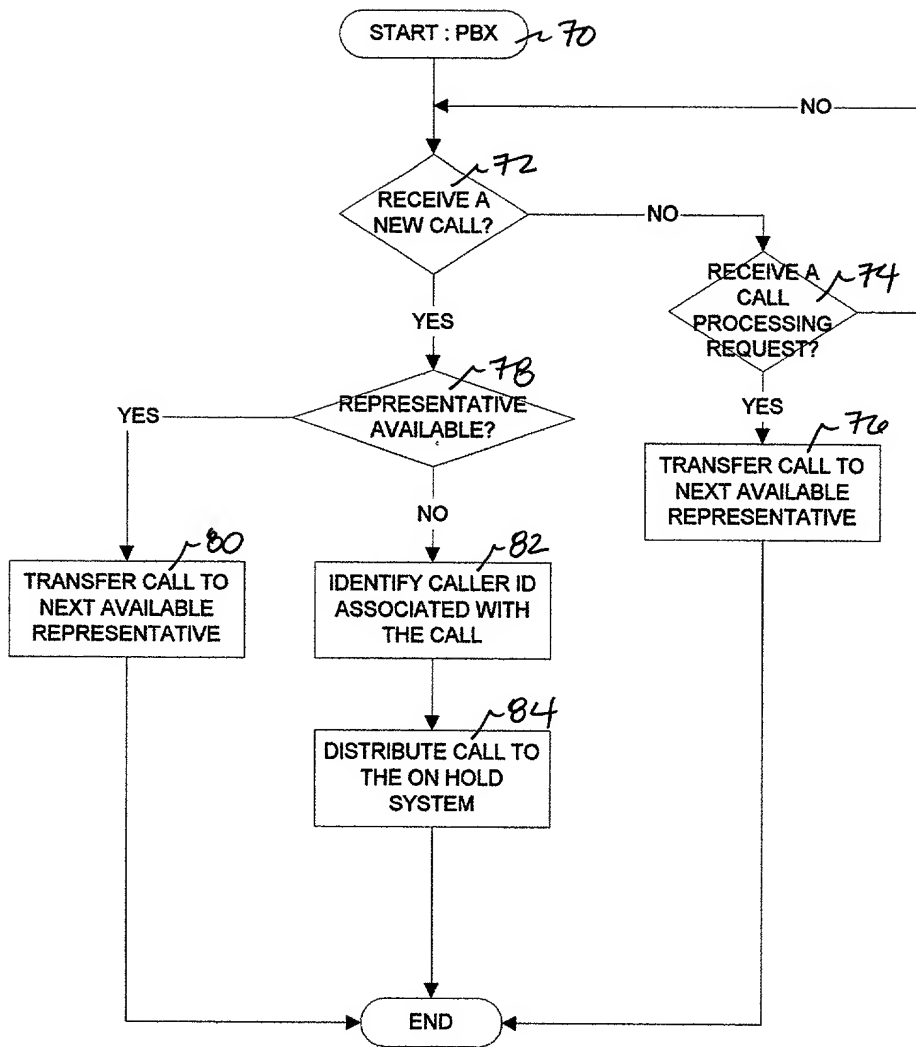


FIGURE 5

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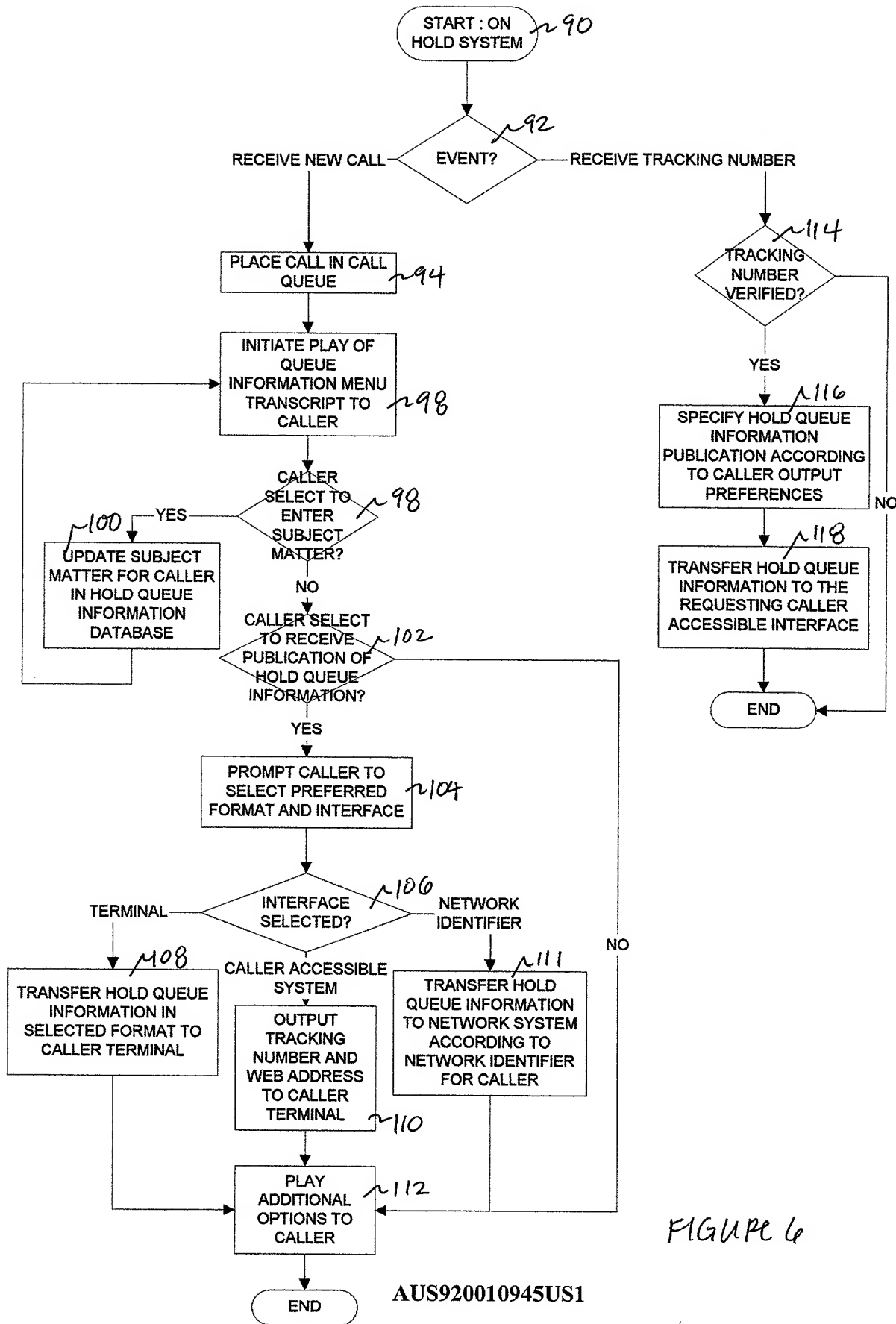


FIGURE 6

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